



Fastwaka

Commission & Subscription Reference

Fee structure, subscription plans, payout schedule and billing terms

15%

Max
Commission

3 Plans

Subscription
Tiers

7 Days

Free
Trial

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01 Overview - Two Ways to Partner

Fastwaka offers vendors two fee models. Choose the one that fits your order volume and growth stage. You can switch between models as your business grows.

Commission Model	Subscription Model
Pay per order - no fixed cost	Flat monthly fee - keep more per order
✓ No upfront monthly fee ✓ Fastwaka takes a % of each completed order ✓ Ideal for stores just starting out ✓ Zero risk if orders are low ✓ Delivery handled by Fastwaka riders ✓ Commission rate set by Fastwaka admin	✓ Fixed monthly or annual plan fee ✓ Zero commission deducted per order ✓ More profitable at higher order volumes ✓ 3 plan tiers with different feature sets ✓ Optional: self-delivery with your own riders ✓ 7-day free trial before first charge

Note: Both models are available to all vendors. Your choice of model does not affect your store's visibility, rating, or access to Fastwaka riders.

Quick Comparison

	Commission Model	Subscription Model
Monthly fixed fee	None	Yes - plan-dependent (PHP 499-1,799+)
Per-order commission	Yes - up to 15%	None
Breaks even vs commission at	N/A (always pays per order)	Approx. 50-80+ orders/month depending on order size
Best suited for	New stores, low volume, testing	Growing stores with 50+ orders/month
Features included	Core order management and delivery	Core + advanced features per plan tier
Self-delivery option	Not available	Available on Standard and Premium plans

	Commission Model	Subscription Model
Subscription trial	N/A	7-day free trial included

02 Commission-Based Model

How Commission Works

On the commission model, Fastwaka deducts a percentage fee from the item subtotal of each completed order. The commission is calculated before delivery charges and after any discounts applied by the store.

$$\text{Net Earnings} = \text{Order Subtotal} - (\text{Order Subtotal} \times \text{Commission Rate})$$

Example Earnings Calculation

Order subtotal (food + add-ons)	PHP 350.00
Commission rate (example 15%)	PHP 52.50
Delivery charge (paid by customer, not deducted)	PHP 49.00
Net earnings credited to your wallet	PHP 297.50

Note: The delivery charge is paid by the customer and disbursed separately. Commission is deducted only from the food/item subtotal, not from the delivery fee.

Why Fastwaka Beats the Competition on Commission

Fastwaka is built to give vendors a larger share of every sale. Our commission is significantly lower than the leading platforms in the Philippines.

Platform	Commission Rate	On a PHP 350 order, you keep	Monthly savings at 100 orders
Fastwaka	Up to 15%	PHP 297.50	Baseline
Foodpanda	25 - 30%	PHP 245.00 - PHP 262.50	PHP 3,500 - PHP 5,250 less
GrabFood	25 - 35%	PHP 227.50 - PHP 262.50	PHP 3,500 - PHP 7,000 less

Tip: At 100 orders per month averaging PHP 350 each, a vendor on Fastwaka at 15% keeps up to PHP 5,250 more per month than on a platform charging 30% commission. That is real profit back in your pocket.

What is Included in the Commission Plan

- ✓ Full access to the vendor portal (menu, orders, reports, wallet)
- ✓ Fastwaka rider delivery network at no extra cost to you
- ✓ Customer payment processing (cash, GCash, card) handled by Fastwaka
- ✓ Customer-facing storefront at fastwaka.com and in the Fastwaka app
- ✓ Basic promotions: item discounts and coupons
- ✓ Transaction history and earnings reports
- ✓ Email and in-portal support

03 Subscription Plans Comparison

Fastwaka offers three subscription tiers. Each plan includes zero per-order commission - you keep 100% of your order subtotal after any applicable taxes. The difference between tiers is the feature set and product/order limits.

Note: Subscription packages are created and managed by the Fastwaka admin. Actual plan names, prices, and limits are displayed in the vendor portal under Subscription. The tiers below are illustrative - log in to the portal to see current offers.

Starter	MOST POPULAR Standard	Premium
499	999	1,799
PHP / month (30 days)	PHP / month (30 days)	PHP / month (30 days)
Orders: 200 orders	Orders: Unlimited	Orders: Unlimited
Products: 100 products	Products: Unlimited	Products: Unlimited
✓ Order management ✓ Menu management ✓ Earnings reports ✓ Customer reviews ✓ Item discounts/coupons ✗ Mobile vendor app ✗ In-app chat ✗ Self-delivery ✗ POS integration ✗ Multi-zone delivery	✓ Order management ✓ Menu management ✓ Earnings reports ✓ Customer reviews ✓ Item discounts/coupons ✓ Mobile vendor app ✓ In-app chat ✓ Self-delivery ✗ POS integration ✗ Multi-zone delivery	✓ Order management ✓ Menu management ✓ Earnings reports ✓ Customer reviews ✓ Item discounts/coupons ✓ Mobile vendor app ✓ In-app chat ✓ Self-delivery ✓ POS integration ✓ Multi-zone delivery

Note: Annual plans are available with a 20% discount on the total monthly rate. Contact Fastwaka to activate an annual billing cycle.

Feature Details

Feature	What it includes
Order management	Accept, process, and manage orders from the vendor portal - available on all plans.
Menu management	Create and manage menu items, categories, add-ons, and availability - all plans.
Earnings reports	View and export transaction history and earnings reports - all plans.
Customer reviews	Receive and view customer ratings and feedback - all plans.
Item discounts/coupons	Set item-level discounts and create promotional coupon codes - all plans.
Mobile vendor app	Dedicated iOS/Android app for managing orders and notifications on the go - Standard and Premium.
In-app chat	Real-time chat with customers directly from the vendor portal or app - Standard and Premium.
Self-delivery	Enable and manage your own riders. Assign riders to orders from within the portal - Standard and Premium.
POS integration	Connect a Point-of-Sale system to sync inventory and orders - Premium only.
Multi-zone delivery	Serve customers across more than one Fastwaka delivery zone simultaneously - Premium only.

04 Free Trial

All new vendors who choose a subscription plan receive a 7-day free trial. During the trial you have full access to your chosen plan's features at no charge. Your first subscription payment is only triggered after the trial ends.

How the Free Trial Works

1	Select a subscription plan at registration When completing your vendor registration, choose one of the three subscription tiers (Starter, Standard, or Premium).
2	Trial begins immediately Your 7-day trial starts on the day your application is approved. You have immediate access to all features in your selected plan.
3	Use all features at no cost Receive orders, manage your menu, run promotions, and test all features for 7 full days with zero subscription charge.
4	First payment triggered on day 8 On the 8th day, your plan's monthly fee is charged to your configured payment method. If no payment is set up, your store will pause until payment is completed.
5	Ongoing renewal After the first payment, your subscription renews automatically every 30 days on the same billing date.

Trial Rules and Eligibility

- ✓ Free trial is available once per vendor account
- ✓ All three subscription tiers (Starter, Standard, Premium) are eligible for the free trial
- ✓ Commission-based accounts do not have a trial period - commission applies from the first order
- ✓ You can cancel your subscription before the trial ends to avoid any charge
- ✓ To cancel before being charged, go to Subscription > Manage > Cancel
- ✓ No credit card required to start the free trial - payment details are entered at checkout when the trial ends

05 Billing and Renewals

Billing Cycle

Subscription fees are charged monthly or annually (if you opted for annual billing) on your renewal date - the same calendar date each month following your first payment.

Billing Type	When you are charged
Monthly	Every 30 days from the date of your first subscription payment
Annual	Once per year, billed on the same date as your first subscription payment
Trial	No charge for the first 7 days. First billing on day 8.

Auto-Renewal Policy

- Subscriptions renew automatically unless cancelled before the renewal date
- A renewal reminder notification is sent 3 days before your renewal date
- If your payment method fails on renewal, you will receive an alert and a 48-hour grace period to update payment details
- If payment is not received within the grace period, your subscription is paused and your store goes offline
- To cancel, go to Subscription > Manage > Cancel before your renewal date
- Cancellation stops future renewals but your plan remains active until the end of the current billing period

Payment Methods for Subscription

- ✓ Major Philippine bank cards (Visa / Mastercard / JCB)
- ✓ GCash and supported e-wallets where enabled
- ✓ Fastwaka wallet credit (top up your wallet and use for renewals)
- ✓ Manual bank transfer for annual plans (by arrangement with Fastwaka billing team)

What Happens When a Subscription Expires

Scenario	What happens
Renewal payment succeeds	Subscription continues without interruption. Nothing changes.
Renewal payment fails	48-hour grace period begins. Vendor is notified via email and in-portal alert.
Grace period expires with no payment	Store is paused. Customers cannot place new orders. Existing orders in progress must still be fulfilled.

Scenario	What happens
Payment made during grace period	Store resumes immediately. No data or settings are lost.
Store paused for more than 30 days	Contact Fastwaka to reactivate. Settings and data are preserved for 90 days.

06 Plan Switching and Refunds

Switching Between Plans

You can change your subscription plan from within the vendor portal at any time.

1	Go to Subscription > Manage Plan In the vendor portal, navigate to the Subscription section and click Manage Plan.
2	Choose your new plan Select the tier you want to switch to: Starter, Standard, or Premium.
3	Review the change The portal displays any pro-rated charge or credit for the remaining days in your current billing period.
4	Confirm the switch Click Confirm to apply the change. Your new plan features are available immediately.

Upgrade vs Downgrade

Change Type	What happens
Upgrade (e.g. Starter to Standard)	New plan features activate immediately. Pro-rated difference is charged to your payment method for the remaining days in the current billing cycle.
Downgrade (e.g. Premium to Standard)	Downgrade takes effect at the start of the next billing cycle. You keep Premium features until the current period ends. Pro-rated credit may be issued depending on admin settings.
Commission to Subscription	Commission stops on the effective date. Subscription begins with a 7-day trial only if you have never activated a trial before.
Subscription to Commission	Subscription is cancelled at the end of the current period. Commission applies from the first order after the subscription ends.

Refund Policy

- ✓ Fastwaka does not issue refunds for partially used subscription periods in most cases
- ✓ Refunds may be considered at the admin's discretion in the case of a confirmed billing error
- ✓ For billing errors, contact billing@fastwaka.com with your account email, plan name, and charge date

- ✓ Refund requests must be submitted within 7 days of the charge date
- ✓ Approved refunds are credited to the original payment method within 5-10 business days

07 Payout Structure

How You Get Paid

Order earnings accumulate in your Fastwaka wallet in real time as orders are delivered and confirmed. Payouts from your wallet to your bank or e-wallet are processed on a schedule set by the Fastwaka admin.

What is Included in Your Payout

Earnings component	Treatment
Order subtotal net of commission (commission plan)	Included in payout
Order subtotal (subscription plan - no commission deducted)	Included in payout
Customer-paid delivery charges	Included (if using self-delivery) or disbursed separately
Taxes collected on orders	Passed through to you; you are responsible for tax remittance to BIR
Subscription fee	Billed separately; NOT deducted from order earnings
Coupon discount absorber (if you funded the coupon)	Deducted from your wallet before payout

Payout Frequency Options

Frequency	Details
Daily	Net earnings from all completed orders each day. Transfer initiated if wallet balance meets minimum threshold.
Weekly	All earnings from the calendar week are batched and transferred on a fixed weekly day (e.g. every Friday).
Monthly	Full month's earnings disbursed in one transfer on a fixed monthly date.

Note: Your payout schedule and minimum payout threshold are confirmed by the Fastwaka admin at onboarding and displayed in My Wallet > Settings.

Supported Payout Methods

- ✓ Bank transfer to any BSP-accredited bank in the Philippines

- ✓ GCash and other registered e-wallets where enabled by the Fastwaka admin
- ✓ Fastwaka wallet credit (instant, usable for subscription renewals or future commissions)
- ✓ Add or change payout methods under My Wallet > Withdrawal Methods

| Tax Obligations

Fastwaka operates as a platform connecting vendors and customers. Tax obligations on your earnings depend on your business registration status in the Philippines.

- VAT-registered stores: VAT on sales is your responsibility to remit to the BIR. The platform does not file on your behalf.
- Non-VAT registered stores: Percentage tax (3%) applies on gross receipts under the Ease of Paying Taxes Act (EOPT) thresholds.
- Withholding tax: Fastwaka may apply withholding tax on commissions where required by BIR regulations.
- Consult your accountant or BIR for guidance on your specific tax obligations.

08 Important Terms and Notes

Commission Rate Setting

The exact commission rate applied to your account is set by the Fastwaka admin in the platform settings. The rate is displayed in your vendor portal under My Account > Plan Details. Fastwaka may update commission rates with advance notice to vendors.

Attention: Commission rates are subject to change. Fastwaka will notify vendors via email at least 14 days before any rate change takes effect. Review your vendor portal regularly to stay up to date.

Platform Usage Rules

Rule	Details
Menu accuracy	Menu items must match what is actually available. Accepting orders for unavailable items leads to cancellations and affects your rating.
Pricing	Prices on Fastwaka must not be higher than your in-store prices. Fastwaka enforces price parity at registration.
Order fulfillment	Accepted orders must be prepared and handed to riders within your stated delivery time. Repeated delays affect your store's ranking.
Promotions	Coupons and discounts are your own promotions funded from your earnings. Ensure they do not result in negative earnings.
Account sharing	Vendor accounts are single-user. Do not share your login credentials. Contact Fastwaka for staff account options.

Dispute Resolution

If you believe a commission, subscription charge, or payout is incorrect:

1	Gather information Note the Order ID, charge date, amount, and the discrepancy you observed.
2	Contact billing support Email billing@fastwaka.com with the subject line "Billing Dispute - [Your Store Name]" and include the details above.

3	Allow investigation time The Fastwaka billing team will investigate within 3 business days and respond via email.
4	Resolution If a billing error is confirmed, a correction or refund will be applied within 5-10 business days.

Contact for Fee and Billing Queries

Query Type	Contact
General vendor support	partners@fastwaka.com
Billing and subscription	billing@fastwaka.com
In-portal live chat	Vendor portal sidebar (8 AM - 8 PM PHT)
WhatsApp (escalations)	Shown in your vendor welcome email

Fastwaka is committed to transparent, vendor-friendly pricing. If you have any questions about your fees or earnings, our support team is here to help.